

Introduction to Neptune My360

How to Use Your Consumer Portal

This guide will show you how to:

- 💧 Understand your consumer portal dashboard
- 💧 Set up high water usage alerts
- 💧 Set up out-of-town alerts
- 💧 Manage your Neptune My360 account

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When you first log on to My360 you will be brought to your Dashboard.
Your consumer water portal Dashboard is broken down into three main sections:

The screenshot shows the My360 dashboard interface. A blue sidebar on the left contains navigation links for Dashboard, Alerts, and Usage. The main content area is titled 'Dashboard' and features several information cards and a usage history chart. A blue box labeled 'Information Cards' has arrows pointing to three cards: 'ACCOUNT (ACCOUNT NUMBER)', 'ACCOUNT ADDRESS', and '30 DAY AVERAGE DAILY USAGE'. Another blue box labeled 'Usage History' has an arrow pointing to a bar chart showing usage from June 14 to July 13. A third blue box labeled 'Alerts' has an arrow pointing to a table of alerts.

Information Cards

- ACCOUNT (ACCOUNT NUMBER): GULF WINDS INTERNATIONAL (04-2915-01 - Active)
- ACCOUNT ADDRESS: 5801 BAYPORT BLVD
- 30 DAY AVERAGE DAILY USAGE: 18,677.300 Gallons

Usage History

Usage History > Last 30 Days

Date	Total Account Usage (per Gallons)
Jun 14 Wed	21,285
Jun 15 Thu	15,478
Jun 16 Fri	18,229
Jun 17 Sat	14,886
Jun 18 Sun	17,789
Jun 19 Mon	27,024
Jun 20 Tue	16,079
Jun 21 Wed	16,792
Jun 22 Thu	21,719
Jun 23 Fri	14,886
Jun 24 Sat	21,937
Jun 25 Sun	24,771
Jun 26 Mon	21,885
Jun 27 Tue	20,424
Jun 28 Wed	18,118
Jun 29 Thu	18,118
Jun 30 Fri	14,886
Jul 1 Sat	14,886
Jul 2 Sun	18,118
Jul 3 Mon	18,118
Jul 4 Tue	17,424
Jul 5 Wed	21,400
Jul 6 Thu	18,118
Jul 7 Fri	12,870
Jul 8 Sat	23,322
Jul 9 Sun	18,807
Jul 10 Mon	17,792
Jul 11 Tue	20,783
Jul 12 Wed	14,730
Jul 13 Thu	14,730

Alerts

Alert	Date/Time	Message
Usage Threshold	09/04/2023 6:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 15350 Gallons.
Usage Threshold	09/04/2023 12:00 AM	Exceeded the daily threshold of 200 Gallons with usage of 385 Gallons.
Usage Threshold	09/02/2023 3:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 10080 Gallons.

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Here's what is included on the Information Cards on your Dashboard:

The screenshot shows the Neptune My360 dashboard with four information cards. Annotations with blue arrows point to specific elements:

- Account number:** Points to the "ACCOUNT (ACCOUNT NUMBER)" card, which displays "GULF WINDS INTERNATIONAL (04-2915-01 - Active)".
- Account address:** Points to the "ACCOUNT ADDRESS" card, which displays "5801 BAYPORT BLVD".
- 30-day average daily usage:** Points to the "30 DAY AVERAGE DAILY USAGE" card, which displays "18,677.300 Gallons".
- Alerts:** Points to the "ALERTS" card, which shows "Usage Threshold" (enabled) and "Out of Town" (disabled).

Additional text annotations provide context:

- For the 30-day average daily usage: "30-day average daily usage (this is useful as a benchmark for your average water consumption)".
- For the Alerts card: "Alerts (this shows you which alerts you have enabled currently)".

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The Usage History section on your Dashboard allows you to view your water usage for the past 30 days, which lets you to detect trends in your water usage



The 30-day average daily usage is displayed on the graph as the blue dotted line

Toggle this button if you prefer to view your water usage in a line graph



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The Alerts section on your Dashboard provides a view of all of your alerts from the past 30 days in a table

Type of alert

Date & time the alert was activated

Details of the alert

Alert	Date/Time	Message
Usage Threshold	09/04/2023 6:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 15350 Gallons.
Usage Threshold	09/04/2023 12:00 AM	Exceeded the daily threshold of 200 Gallons with usage of 385 Gallons.
Usage Threshold	09/03/2023 3:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 10080 Gallons.

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To drill down into the Usage information, you can click on the usage button on the left column, or the “More Details” button in the Usage section of your Dashboard

The screenshot displays the Neptune My360 consumer portal dashboard. The left sidebar contains navigation options: Dashboard, Alerts, and Usage. The main content area shows account details for 'GULF WINDS INTERNATIONAL (04-2915-01 - Active)' at '5801 BAYPORT BLVD'. A '30 DAY AVERAGE DAILY USAGE' card shows 18,677.300 Gallons. An 'ALERTS' section has 'Usage Threshold' and 'Out of Town' toggles. Below is a 'Usage History > Last 30 Days' section with a bar chart showing daily usage. A 'More Details' button is visible in the top right of the usage history section. An 'Alerts' table at the bottom lists usage threshold alerts.

Alert	Date/Time	Message
Usage Threshold	09/04/2023 6:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 15350 Gallons.
Usage Threshold	09/04/2023 12:00 AM	Exceeded the daily threshold of 200 Gallons with usage of 385 Gallons.
Usage Threshold	09/02/2023 3:00 PM	Meter (Home) 700847980 : Exceeded the daily threshold of 10000 Gallons with usage of 10080 Gallons.



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This screen allows you to analyze consumption in more detail, beyond 30 days

The consumption analysis is divided into three areas:



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Usage - Information cards

The screenshot shows the Neptune My360 consumer portal interface. On the left is a blue navigation sidebar with "My360" at the top and menu items for "Dashboard", "Alerts", and "Usage". The main content area is titled "Usage" and contains four information cards. Blue arrows point from external text labels to specific parts of these cards: "Account number" points to the account number in the first card; "Account address" points to the address in the second card; "Last reading" points to the reading value and date in the third card; and "Peak daily consumption for the last 30 days" points to the peak consumption value and date in the fourth card. The top right of the main area shows "AMI MULTI-METER 04-2915-01 - Active" and a user profile icon.

Account Number	Account Address	Last Reading	Peak Daily Consumption - Last 30 Days
GULF WINDS INTERNATIONAL (04-2915-01 - Active)	5801 BAYPORT BLVD	00277162 on 07/12/2023 6:00 AM	892 Gallons on 07/08/2023

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Usage – Consumption Analysis

You can filter by day, week, month, or year with these tabs

The calendar icon lets you pick a specific time frame you are interested in analyzing



You can also use the sliding bar at the bottom of the graph to select the timeframe you want to view

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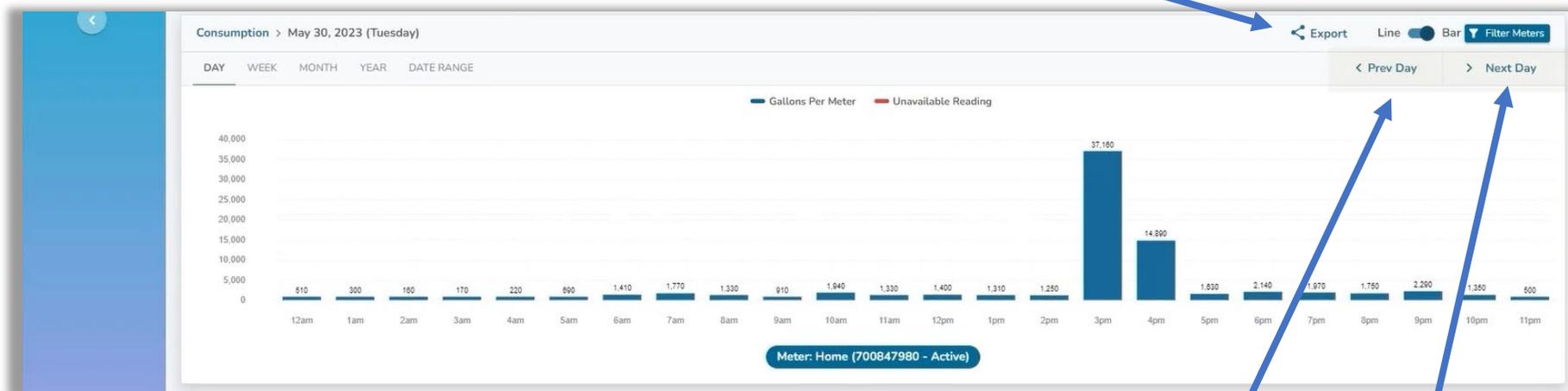


Usage – Consumption Analysis

You can drill down into hourly data by clicking on any of the days within the selected time frame



Export your water consumption data to Excel or PDF using the “Export” button



Quickly move across days with the “Prev Day” and “Next Day” buttons

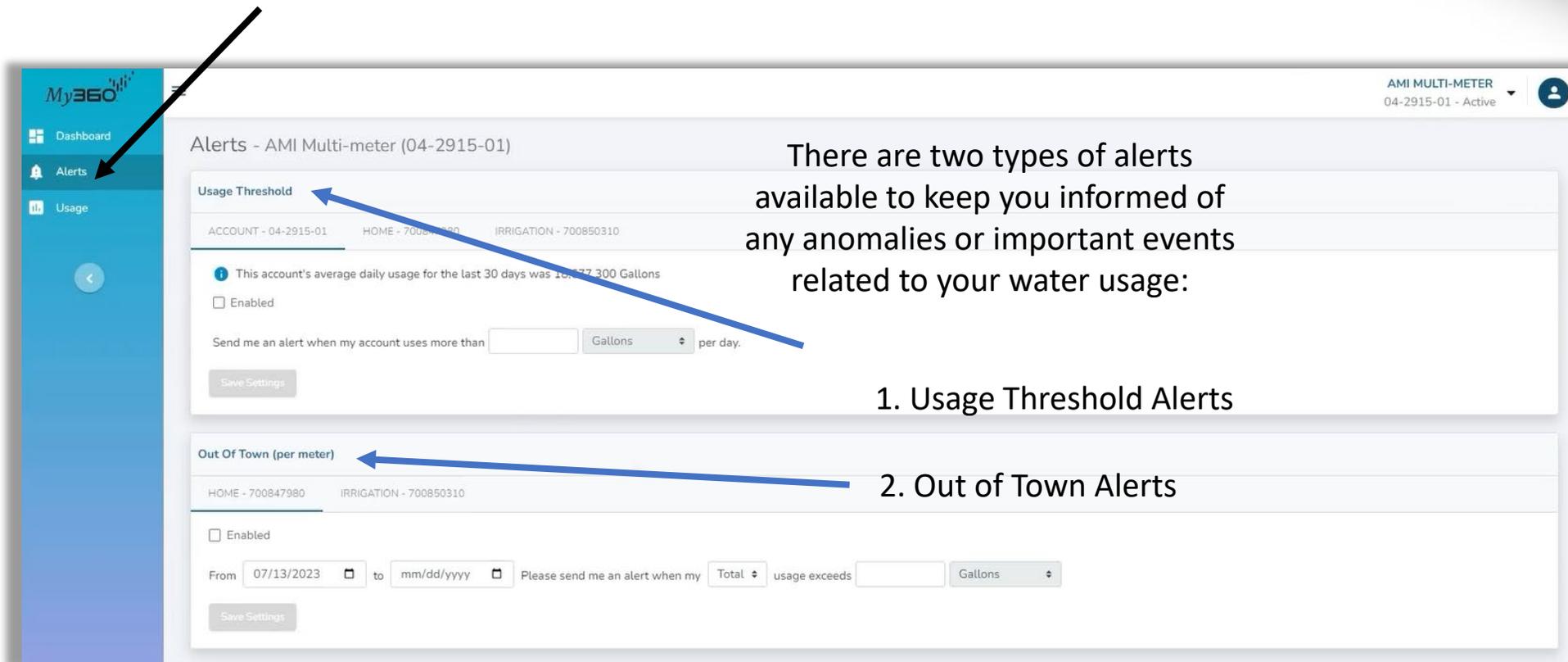


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How to Set Up Alerts

Click the “Alerts” button on the side bar



The screenshot shows the Neptune My360 Alerts page. On the left is a blue sidebar with 'My360' at the top, followed by 'Dashboard', 'Alerts', and 'Usage'. The 'Alerts' button is highlighted with a blue background and a black arrow pointing to it. The main content area is titled 'Alerts - AMI Multi-meter (04-2915-01)'. It contains two sections: 'Usage Threshold' and 'Out Of Town (per meter)'. The 'Usage Threshold' section shows a notification icon, a status message 'This account's average daily usage for the last 30 days was 16,773.00 Gallons', an 'Enabled' checkbox, and a form to set a threshold in gallons per day. A blue arrow points from the text '1. Usage Threshold Alerts' to the 'Usage Threshold' section. The 'Out Of Town (per meter)' section also has an 'Enabled' checkbox and a form to set a date range and a usage threshold in gallons. A blue arrow points from the text '2. Out of Town Alerts' to this section. A larger blue arrow points from the text 'There are two types of alerts available to keep you informed of any anomalies or important events related to your water usage:' to the two sections.

There are two types of alerts available to keep you informed of any anomalies or important events related to your water usage:

1. Usage Threshold Alerts
2. Out of Town Alerts

You will receive all alerts you have enable via email



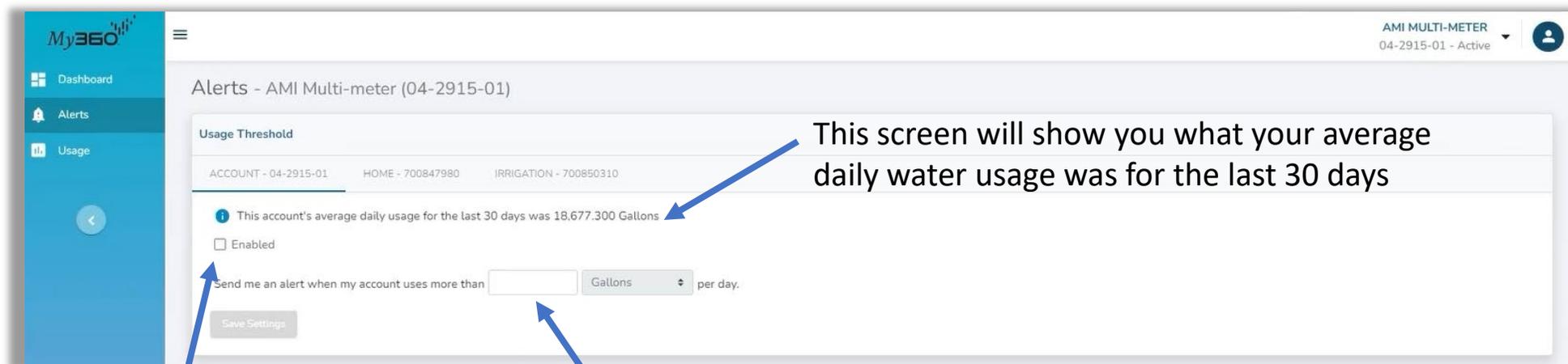
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How to Set Up Alerts

1. Usage Threshold Alert

This alert allows you to set a water “budget” to help eliminate high bill surprises



This screen will show you what your average daily water usage was for the last 30 days

Click “Enabled” to turn this alert on or off

It is suggested that you add 10-20 cubic feet above your 30-day average usage amount for your alert threshold

This will help prevent alerts for water usage within your normal amount, but send alerts as soon as there is significantly more water usage than normal per day

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How to Set Up Alerts

2. Out of Town Alert

This alert allows you to monitor unexpected water usage and provides peace of mind when you plan to be out of town

A screenshot of the 'Out of Town (per meter)' alert settings form. The form includes a header with the title 'Out of Town (per meter)', two meter IDs 'HOME - 700847980' and 'IRRIGATION - 700850310', an 'Enabled' checkbox, a 'From' date field set to '07/13/2023', a 'to' date field with a placeholder 'mm/dd/yyyy', a dropdown menu set to 'Total', a text input field for the alert threshold, and a dropdown menu set to 'Gallons'. A 'Save Settings' button is located at the bottom left of the form.

You can set this alert for either “Total” or “Daily” water usage

Click “Enabled” to turn this alert on or off

You can either set a start and end date for this alerts, or leave the end date blank – the alert will stay on until you unclick the “Enabled” button

It is not advisable to set the alert number at zero, since you may have items in your house that use a small amount of water normally (ice maker, dehumidifier, etc)

It is best to set this number low, like 1 cubic foot, to avoid false positive alerts

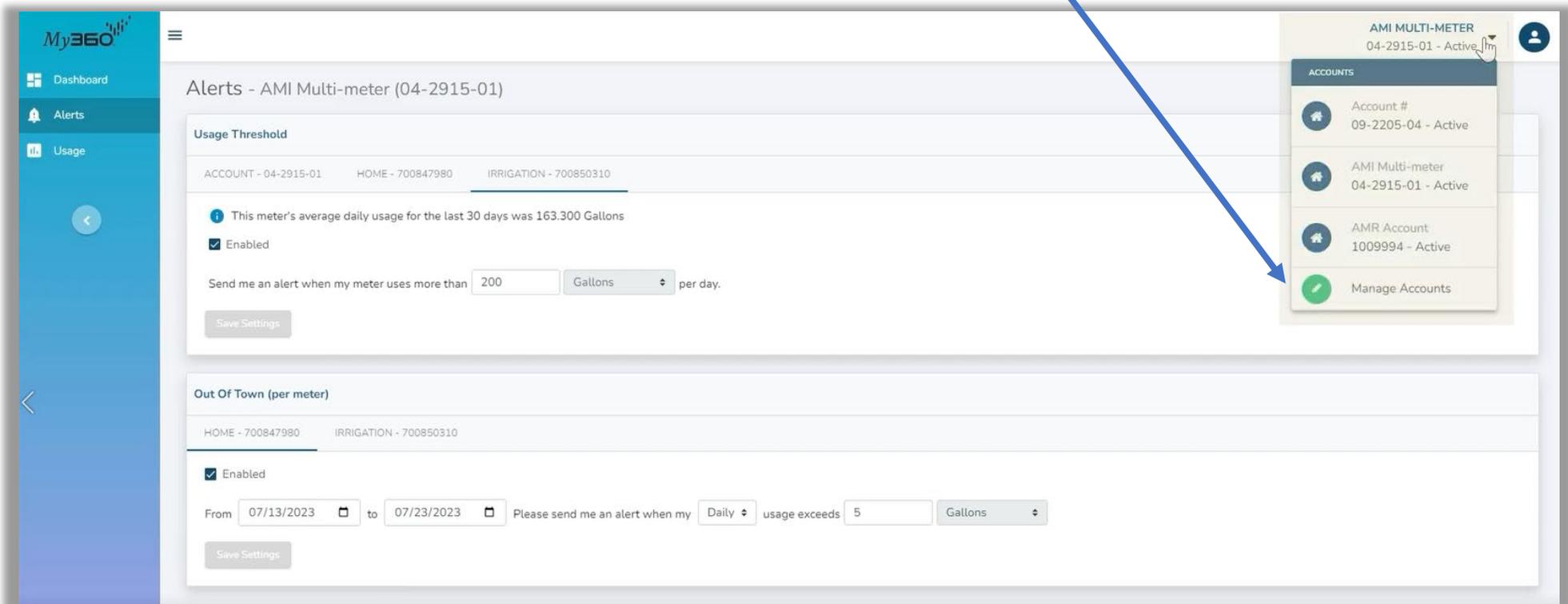


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How to Manage Your Account

To access your account, click on the drop-down menu on the top right of the screen and click on “Manage Accounts”



The screenshot displays the Neptune My360 consumer portal interface. On the left, a blue sidebar contains navigation options: Dashboard, Alerts, and Usage. The main content area is titled "Alerts - AMI Multi-meter (04-2915-01)". It features a "Usage Threshold" section with a table listing account types: ACCOUNT - 04-2915-01, HOME - 700847980, and IRRIGATION - 700850310. Below the table, a notification states: "This meter's average daily usage for the last 30 days was 163.300 Gallons". A checkbox labeled "Enabled" is checked. A form allows setting an alert threshold: "Send me an alert when my meter uses more than 200 Gallons per day." with a "Save Settings" button. Below this is the "Out Of Town (per meter)" section, also with a table for HOME and IRRIGATION accounts. It includes a "Daily" usage alert setting: "Please send me an alert when my Daily usage exceeds 5 Gallons" with a "Save Settings" button. On the top right, a user profile icon is visible, and a dropdown menu is open, showing a list of accounts and a "Manage Accounts" option at the bottom, which is highlighted with a green checkmark. A blue arrow points from the text above to the "Manage Accounts" option in the dropdown menu.



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How to Manage Your Account

From this screen you can:

Add an account (this is helpful if you own multiple properties)

Edit an account (add an account or meter nickname, change default account)

Delete an account

A screenshot of the Neptune My360 web application's "Accounts" page. The page displays a list of accounts with their details and management options. Annotations with blue arrows point to specific features: "Add an account" points to the "+ Add Account" button; "Edit an account" points to the "Edit" icon for the "09-2205-04" account; "Delete an account" points to the "Delete" icon for the "09-2205-04" account. The page includes a sidebar with navigation options (Dashboard, Alerts, Usage) and a top navigation bar with the user's name and account type.

Account Number	Meter Number	Account Nickname	Meter Nickname	Name	Location
09-2205-04 (Active)	11475379 (Active)		main	MILLION, DONNA	2554 BREAUX TRACE
04-2915-01 (Active)	700847980 (Active)	AMI Multi-meter	Home	GULF WINDS INTERNATIONAL	5801 BAYPORT BLVD
AMR Account (Active)	1233315552 (Inactive)	AMR Account	Main Meter	HardikPandy4	21 S KENTRAL BLVD

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And that's it! You are now set up with your consumer water portal!

You now have access to your water consumption data anytime, anywhere, from any device

If you have further questions, please reach out to our customer service department at 401-729-5002, or visit

